

Reference Checks Policy



Xander Recruitment Group will ensure that all workers offered to and placed within the authority are stringently vetted. This will include receipt of confirmation of the worker's previous employment history. At all times, Xander Recruitment Group will comply with latest NHS Employment Check Standards (see <https://www.nhsemployers.org/publications/employment-history-and-reference-checks-standard>)

As part of the registration process, Xander Recruitment Group will require workers to provide referee details. As per the NHS standards, at recruitment: references which covers at least three (3) years of previous employment and history from two separate employers (where possible) will be obtained, one of which should be from the Candidate's current or most recent employment or Assignment (of two (2) weeks or more) or Engagement, as appropriate. Unless otherwise agreed to the contrary in writing with the client, where a Candidate has been with one employer for three years or more, then one reference may be sufficient.

Different contracts will contain specific requirements surrounding referencing. These will be adhered to at all times, whether it be 1 reference covering 3 years being deemed as acceptable or 1 reference covering 5 years with client sign off being deemed as acceptable. Where only 1 reference is obtained, evidence of attempts for a 2nd is to be recorded and to help risk assessment, a character reference may be required.

Each worker will be required to supply full referee details, including (but not limited too): Full referee name; referee job title; referee band; address details; contact number; acceptable email address and dates of employment in mm/yyyy format. Xander Recruitment Group will also ensure that the worker provides consent for the referees to be contacted for a reference. Without this consent, the referee(s) cannot be contacted and will mean that the worker cannot progress further within the registration process.

References will be requested using the standard reference template at point of registration. Only written references will be accepted, which must be fully complete and be received with acceptable verification.

Acceptable verification will be sought in the following forms:

- Business/company email address
- Company Stamp and signed by the referee
- Compliment slip, signed and dated by the referee
- Business Card
- Fax Header

If a reference is returned without sufficient verification, the referee will be chased to provide the required information as detailed above.

If a reference is returned incomplete, the referee will once again be contacted so that the reference can be completed in full as required.

Reference Checks Policy



If an unsatisfactory reference is provided, or inconsistencies are identified (i.e. dates of employment), Xander Recruitment Group will contact the referee via telephone to discuss the concerns highlighted. Once discussed, further clarification will be sought. Alternatively, Xander Recruitment Group will look to obtain further employment references from the workers previous work history if this is not resolved satisfactorily.

Should it be determined that the worker is unsuitable to be placed by Xander Recruitment Group due to unsatisfactory references, the worker will be notified that they have failed the registration process.

References that are addressed 'To Whom it May Concern' are not automatically accepted. If the reference has been received as a response to a reference request made directly by Xander Recruitment Group (and evidence of this held on file), then the reference can be used as part of the workers registration with Xander Recruitment Group. However, if the reference has not been supplied to Xander Recruitment Group based on a reference request or is not addressed to Xander Recruitment Group, further clarification will be sought from the referee that the information provided is true and correct. Evidence of this verification will be obtained in written format, meeting the verification standards as detailed above.

There may be several perfectly genuine reasons as to why a candidate cannot provide us with a referee from a previous employer.

For example, this may be because the candidate has never worked before, or they have not worked for some considerable time, or their previous employer has ceased trading. In such cases, we seek a reference from their last known employer and source additional character or personal references to validate the required three-year period. If the candidate's previous employer refuses to provide a reference, we may seek the necessary assurances by obtaining a character or personal reference. Where limited references are available, the decision to appoint is made by the Manager - with a full audit trail retained on file to support the decision and their application.

As part of the ongoing quality assurance programme offered by Xander Recruitment Group, references will be updated on an annual basis. Annual references will be expected to always meet the same criteria as detailed above and in line with the Framework standards and NHS Guidance.

Character References:

Character and personal references can provide invaluable information to help build up a picture of the candidate's reliability, social skills, and experiences.

They may also be useful to further support an application if the candidate has a previous criminal record history or where they genuinely cannot provide a previous employer reference, for example, because their previous employer has ceased trading.

They can also provide additional information to support a person's application where the employer reference outlines that the individual has left because of an irretrievable breakdown in relationships.

The distinction between employer and character/personal references is made clear to our customers upon recruitment.

**Xander Recruitment Group LTD – Unit 10, Brewery Yard Deva Centre, Manchester M3 7BB
0161 6768822 – www.xandergroup.co.uk**

Reference Checks Policy



Asking specific questions is helpful in ensuring the referee provides us with accurate and factual information. These questions include how long they have known the candidate, in what capacity they have known them, and what skills/experience the candidate has demonstrated that might be regarded as valuable attributes for the position they are being recruited for

As part of the ongoing quality assurance programme offered by Xander Recruitment Group, references will be updated on an annual basis. Annual references will be expected to always meet the same criteria as detailed above and in line with the Framework standards and NHS Guidance.

Employment History/CV:

In respect to employment history, a fully completed, legibly signed and dated Application form will be obtained, which will detail the candidate's employment history. Past this, a CV will be obtained which will detail the Candidate's full previous employment history and training, with no unexplained gaps of one month or more. The Candidate's previous employment history/CV must be updated by the Candidate on at least an annual basis from the date of recruitment. Evidence will be always held within the candidate's file.

Information supplied on references will be cross referenced against the worker's CV/Employment History.

Where any discrepancies are highlighted, these are raised with both the worker and the referee to establish what information supplied is indeed correct. The necessary amendments will be made, with a fully auditable trail available. Xander Recruitment Group will always ensure that references obtained are done so in compliance with the Equality Act 2010 (not requesting any information in relation to the Candidate's absence or sickness record).

Review:

This policy statement will be reviewed annually as part of our ongoing commitment to upholding professional standards. It may be altered from time to time in the light of legislative changes, operational procedures, or other prevailing circumstances.

Alex Stockley - Managing Director – XANDER RECRUITMENT GROUP LIMITED



Creation Date: September 2026

Review Date: September 2027